



Dec. 16, 2011

This Week:

- Connecting Washington Task Force
- Construction alert for Colman dock (Seattle) customers
- Visual paging project helps more than just ferry customers
- Vehicle reservations system partnership meeting
- Photos from WSF's annual AFECT cruise
- Customer compliment
- More ferry tales

Connecting Washington Task Force

On Monday, I attended the final meeting of the Connecting Washington Task Force – the group the governor established to develop a sustainable 10-year funding package for transportation. The Task Force reached a consensus to recommend to the governor and the Legislature a comprehensive transportation package totaling approximately \$20 billion over the next 10 years. Their recommendation is that this revenue be raised by a combination of state fees, tolling, taxes and increased local option revenues. They also recommended that the Legislature should directly increase revenues sufficient to preserve and maintain the current transportation system and that improvements to the system should be put to a vote in fall 2012. Currently, the ferry operating and capital shortfall over the next 10 years (\$1.3 billion) is included in the preservation and maintenance category. I greatly appreciated the ferry communities and customers who participated in this process by attending the meetings and providing comments. For more information on the task force, visit www.governor.wa.gov/priorities/transportation/connectwa.asp, and for media coverage, see www.theolympian.com/2011/12/14/1912723/task-force-says-state-needs-billions.html.

Construction alert for Colman dock (Seattle) customers

The Viaduct construction will close both directions of Railroad Way between South King Street and First Avenue South on Saturday, Dec. 17, from 7 a.m.-5 p.m. Ferry traffic needing to access the Seattle Terminal from the south can do so via King Street. For more information on the Alaskan Way Viaduct project, visit www.wsdot.wa.gov/Projects/Viaduct/.

Visual paging project helps more than just ferry customers

In April, I reported that we launched a visual paging pilot project on the Bainbridge/Seattle route. This project not only allowed WSF to better serve our hard-of-hearing and deaf customers, so they may better access critical traveler information by way of video screens, but also allows the ferry system to improve its digital signage advertising program and gain more revenue. I would like to share an article from *Digital Signage Today* that highlights the successes of this pilot project: www.digitalsignagetoday.com/article/187951/State-agency-uses-DOOH-to-turn-ADA-complaint-into-revenue-stream.

Vehicle reservations system partnership meeting

Last night, WSF staff met with members of the Port Townsend/Coupeville Vehicle Reservations System Partnership to continue our discussion about improvements to the existing reservation system on the route. Meeting materials are available online at www.wsdot.wa.gov/Ferries/Planning/VehicleReservations.htm.

Photos from WSF's annual AFECT cruise

I want to thank WSF employees who contributed to the Active Ferry Employees Charitable Trust cruise for persons with disabilities aboard the Puyallup this past Saturday. The volunteer crew was comprised of WSF employees and members from the U.S. Coast Guard. Many thanks to McDonalds and Chevron for donating refreshments and fuel for this 90-minute cruise in Puget Sound. Photos of the event are available at www.flickr.com/photos/wsdot/sets/72157628434813209.

Customer compliment

I received the following compliment from a customer of the Kingston/Edmonds route this week. I want to thank everyone involved and especially WSF employees Jamee Nicholas, Frank Ives and Sara Newton, and Washington State Patrol Trooper Leonard Crichton.

On Sunday December 4th my wife and I were returning from my brother and sister-in-law's 50th wedding celebration at Suquamish Resort by way of the 12:50pm Kingston/Edmonds Ferry. While waiting in line for boarding I exited the car to get some material from the back seat. At which time I must have accidentally dropped one of my hearing aids. Unfortunately I did not miss it until I had parked the car aboard the ferry just before undocking from Kingston...My brother approached a ferry crew member for help...The crew member [Jamee Nicholas] jumped into action with her radio alerting others of my problem. In no time at all she received information that someone [Sara Newton and Trooper Crichton] had gone to the [Kingston] parking lot and found the missing hearing aid. [Jamee] soon received additional information that my precious item would be sent to Edmonds on the 1:30 departure... After its arrival on the Edmonds side ferry employee [Frank Ives] handed me my hearing aid which was in perfect condition! This note is sent to advise you of the above actions of a number of named and unnamed thoughtful employees with [Washington State] Ferries. They performed so professionally along with doing so much extra for a member of the public who had trouble taking care of his own property! Thank you for having such an efficient and thoughtful workforce with individuals [who] are always ready to do something extra for the public.

More ferry tales

Thanks again to everyone who has shared a ferry tale with us. Here are a few short but sweet ones we've recently received <http://wsdotferries.blogspot.com/>.

Next Week:

- Central waterfront subcommittee meeting
- Holiday travel advisories

David Moseley's weekly updates are available on the WSDOT Ferries Division website at www.wsdot.wa.gov/ferries/weekly.

To unsubscribe, reply to this message with "unsubscribe" in the subject of the e-mail.